

APPEALS AND HEARINGS

SECTION	SUBJECT
1	GENERAL
1.0.	Purpose Of Appeal Process
2.0.	Appeal Process Authority And Contractor Responsibilities
3.0.	Providing Assistance
4.0.	Reprocessing Of Claims Following Issuance Of Reconsideration Determinations, Formal Review Determinations And Hearing Final Decisions
5.0.	Quality Of Contractor Reconsideration Cases
6.0.	Timeliness Of Contractor Reconsideration Determinations
7.0.	Services And Supplies Authorized In Error
8.0.	Documentation
2	GOVERNING PRINCIPLES
1.0.	Appealing Party
2.0.	Appeal Processing Jurisdiction
3.0.	Appeal Requirements
4.0.	Amount In Dispute
3	RECONSIDERATION PROCEDURES
1.0.	Requirements For Requesting A Reconsideration
2.0.	Extension Of Appeal Filing Deadline
3.0.	Receipt And Control Of Appeals
4.0.	Review Procedures
5.0.	Appeal Summary Log
6.0.	Notice To Appealing Party Of Results Of Reconsideration
7.0.	Effect Of The Reconsideration Determination
8.0.	Cases Returned Without TMA Review
9.0.	Record Of Reconsideration
10.0.	Contractor Participation In The Formal Review And Hearing
4	APPEALS OF MEDICAL NECESSITY DETERMINATIONS
1.0.	Initial Determination
2.0.	Contractor Reconsiderations
3.0.	Reconsiderations By The NQMC
4.0.	Waiver Of Liability Policy
5	APPEAL OF FACTUAL (NON-MEDICAL NECESSITY) DETERMINATIONS
1.0.	Initial Determination
2.0.	Time Limit
3.0.	Notice
4.0.	Record
5.0.	Examples Of Factual Determinations

SECTION	SUBJECT
---------	---------

- | | |
|----------|--|
| 6 | TMA APPEALS |
| 1.0. | Responsibilities And Procedures |
| 2.0. | Questions Regarding Appeals |
| 3.0. | Contractor Determinations Reversed By The Appeal Process |

ADDENDUM A - FIGURES

- Figure 13-A-1 - Appointment Of Representative And Authorization To Disclose Information
- Figure 13-A-2 - Appeal Summary Log, TMA Form 607
- Figure 13-A-3 - Professional Qualifications, TMA Form 780
- Figure 13-A-4 - Letter To Proper Appealing Party When Review Has Been Requested By An Improper Appealing Party
- Figure 13-A-5 - TRICARE Appeals Process - Medical Necessity Denials
- Figure 13-A-6 - TRICARE Appeals Process - Factual Determinations